

February 10, 2014

Via ECFS

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW, Suite TW-A325  
Washington, DC 20554

Received & Inspected

FEB 18 2014

FCC Mail Room

Re: Annual 47 C.F.R. S: 64.2009(e) CPNI Certification; EB Docket 06-36  
Annual 64.2009(e) CPNI Certification for 2013  
Date filed: February 10, 2014  
Name of Company covered by this certification: **South Valley Internet** and affiliates  
Form 499 Filer ID: **827629**  
Name of signatory: **Robert Brentnall**  
Title of signatory: **CEO**

Dear Ms. Dortch:

I, **Robert Brentnall**, certify that I am an officer of the South Valley Internet Inc. named above, and acting as an agent of the South Valley Internet Inc., that I have personal knowledge that the South Valley Internet Inc. has established operating procedures that are adequate to ensure compliance with the Commission's Customer Proprietary Network Information ("CPNI") rules located at 47 C.F.R. §64.2001 et seq.

Attached to this certification is a compliance statement explaining how the South Valley Internet Inc.'s procedures ensure that it is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 et seq. of the Commission's rules.

The South Valley Internet Inc. has not taken actions (i.e., proceedings instituted or petitions filed by at either state commissions, the court system, or at the Commission) against data brokers in the past year. The South Valley Internet Inc. has not received customer complaints in the past year concerning the unauthorized release of CPNI.

The South Valley Internet Inc. represents and warrants that the above certification is consistent with 47 C.F.R. §1.17 which requires truthful and accurate statements to the Commission. The South Valley Internet Inc. also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

If any further information is required, please contact me or our regulatory counsel Kristopher Twomey at 202 681-1850 or by email at kris@lokt.net.

Sincerely,

  
Robert Brentnall

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### CPNI Compliance Statement and Operating Procedures of South Valley Internet

Pursuant to the requirements contained in *Implementation of the Telecommunications Act of 1996: Telecommunications Carriers' Use of Customer Proprietary Network Information and Other Customer Information; IP-Enabled Services*, CC Docket No. 96-115; WC Docket No. 04-36, Report and Order and Further Notice of Proposed Rulemaking, 22 FCC Rcd 6927 (2007)(“EPIC CPNI Order”),<sup>1</sup> **Robert Brentnall of South Vally Intenet Inc.** and affiliated entities makes the following statement:

**South Vally Intenet Inc.** has established policies and procedures to comply with the Federal Communications Commission's (“FCC”) rules regarding the use, disclosure, and access to section 64.2001 et seq. of the Commission's rules, 47 C.F.R. § 64.2001 et seq. These procedures ensure that **South Valley Internet Inc.** is compliant with the FCC's customer proprietary network information (CPNI) rules. The purpose of this statement is to summarize **South Valley Internet Inc.**'s policies and procedures designed to safeguard CPNI.

**South Valley Internet Inc.** has implemented a system by which the status of a customer's CPNI approval can be clearly established prior to the use of CPNI. **South Valley Internet Inc.** is engaged in training their personnel as to when they are and are not authorized to use CPNI, and **South Valley Internet Inc.** has an express disciplinary process in place.

**South Valley Internet Inc.** uses CPNI for the limited purposes of initiating, rendering, billing, and collecting for telecommunications services, and may use CPNI, if necessary, to protect its property rights. **South Valley Internet Inc.** does not disclose CPNI or permit access to such CPNI to any third parties other than as necessary to provide service. **South Valley Internet Inc.** has established a supervisory review process regarding its compliance with the CPNI rules regarding outbound marketing situations and maintains records for one year. Specifically, sales personnel must obtain supervisory approval of any proposed outbound marketing request for customer approval.

**South Valley Internet Inc.** has established procedures to verify an incoming caller's identity. **South Valley Internet Inc.** trains its personnel in both the use of CPNI, and protection of its confidentiality. These procedures are detailed in **South Valley Internet Inc.**'s CPNI Manual. **South Valley Internet Inc.** also limits the number of employees that have access to customer information and call data.

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<sup>1</sup> 47 C.F.R. S: 64.2009(e) states: “A telecommunications carrier must have an officer, as an agent of the carrier, sign and file with the Commission a compliance certificate on an annual basis. The officer must state in the certification that he or she has personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the rules in this subpart. The carrier must provide a statement accompanying the certification explaining how its operating procedures ensure that it is or is not in compliance with the rules in this subpart. In addition, the carrier must include an explanation of any actions taken against data brokers and a summary of all customer complaints received in the past year concerning the unauthorized release of CPNI. This filing must be made annually with the Enforcement Bureau on or before March 1 in EB Docket No. 06-36, for data pertaining to the previous calendar year.”



**South Valley Internet Inc.** has implemented measures to discover and to protect against unauthorized attempts to access CPNI. **South Valley Internet Inc.** also has implemented procedures pursuant to which it can track breaches of CPNI, and given such an event will notify the United States Secret Service and the Federal Bureau of Investigation in accordance with the FCC's rules. **South Valley Internet Inc.** will track customer complaints regarding CPNI, notify its customers in accordance with the FCC's rules and will maintain a record of notifications to the USSS, FBI, for the time period specified in the FCC's rules.

**South Valley Internet Inc.** has not taken any actions (proceedings instituted or petitions filed at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Pretexters have not attempted to access **South Valley Internet Inc.**'s CPNI. There have been no customer complaints received in the past year concerning the unauthorized release of CPNI.

**South Valley Internet Inc.** annually submits a CPNI certification to the FCC from an officer with personal knowledge of the policies and procedures that it has implemented to safeguard CPNI.

**Robert Brentnall**

**CEO**